

 PRAGMATIQ

AI Agent Launchpad

Accelerate Your AI Journey with Microsoft Copilot Studio

 **Microsoft**
Solutions Partner
Business Applications

Specialist
Low Code Application
Development

How Pragmatiq's Agent Launchpad can help you...

Pragmatiq are here to help you by designing and deploying Agents, transforming how your internal teams and customers interact with technology. Whether you're looking to enhance customer support, optimise HR functions, or automate any other operations in your organisation, Pragmatiq are here to help you on that journey through our structured 3-step process.



EDUCATE

Introduction to Agents & Microsoft Copilot Studio

1

In this phase, we'll explore how Agents and Microsoft Copilot Studio are reshaping the way organisations work, focusing on understanding what Agents are, how they can be created and integrated, and showcasing real examples of where they're delivering value today.

What we'll cover:

- **Agent Workflows:** Understand what Agents are, what they can do, and how they are transforming how we work as individuals, teams & across the organisation.
- **Introduction to Copilot Studio:** Get an overview of Copilot Studio's capabilities for creating Agents, how it seamlessly integrates with the Microsoft ecosystem and third-party systems. See how this powerful tool can boost productivity, automate tasks, and enhance decision-making.
- **Use Case Examples:** Learn from real-world examples of how Microsoft customers are using Agents built with Copilot Studio for enhanced personal productivity, business processes and customer experiences.
- **Interactive Demo:** See Copilot Studio Agents in action through a live demo that showcases their capabilities across diverse business scenarios.

Our Approach: Structured training workshops, focused around informing and educating your Agent Transformation Team (Leadership, IT, AI Champions, etc.).

Your Outcomes: A foundational grasp of Agents, and Copilot Studio's role agent creation & management, with the inspiration to identify custom use cases within your organisation.

GOVERN

How to responsibly implement Agents

2

In this phase, we'll guide you through the security & governance required to implement Agents in Copilot Studio safely and responsibly – building the foundations for secure, compliant and well-governed Agent creation and usage across your organisation.

What we'll cover:

- **Agent Guidelines:** Establish the foundational standards that all Agents must follow, covering ethical, responsible, and trustworthy AI behaviour, industry and internal policy compliance, and preventing shadow AI by ensuring Agents are centrally approved and governed.
- **Copilot Studio:** Define how Agents are safely built, published and managed in Copilot Studio, covering access, lifecycle control, and guardrails on what Agents can do.
- **Data:** Ensure Agents use data safely by applying principles that prevent oversharing, protect leakage of sensitive information, and align Agent behaviour with your organisation's data-handling expectations (i.e. DLP policies, etc.).
- **Agents:** Establish identity, authentication and operational controls to ensure every Agent is secure as a “digital worker” with its own ID and permissions.
- **Monitoring and Auditing:** Run through the continuous monitoring systems to ensure compliance, threat protection and track AI performance & ROI.

Our Approach: Training to equip your IT team with the knowledge to implement responsible AI practices and ensure data security across the organisation.

Your Outcomes: A fully equipped IT team to deploy Microsoft Copilot Studio & Agents responsibly, with an understanding of how to secure and govern Agents, and an awareness of the gaps in current set-ups to be addressed.

INSPIRE

Use case identification & Agent Readiness

3

In this phase, we'll help you uncover where Agents can deliver the greatest value, identifying opportunities to streamline processes, enhance productivity, and drive meaningful transformation across your organisation, all while assessing Agent readiness to ensure your broader landscape is equipped to support future Agent implementation at scale.

What we'll cover:

- **Organisation Overview:** Gain a deep understanding of your business model, objectives, and challenges to pinpoint areas for Agent value.
- **Business Process Review:** Analyse high-level business processes and application landscape, focused on uncovering opportunities for Agent-driven improvements.
- **Use Case Mapping:** Lead interactive discussions to identify where Agents can add value by examining time-consuming tasks, automation opportunities, data processes, and potential tool integrations. Each use case will be assessed for impact, cost, and implementation complexity to prioritise effectively.
- **Agent Readiness:** Identify areas where the existing landscape could make Agent implementation challenging, with practical steps to take to address this and enable organisation-wide Agent readiness.

Our Approach: Consultancy workshops with your Agent Transformation Team, focused around identifying routes to bring value from Agents to your organisation.

Your Outcomes: A prioritised list of bespoke Agent use cases ready for implementation, to provide highest business impact in shortest timeframe, and an understanding of the Agent readiness of your wider application landscape for future initiatives.

Key Deliverables

For Super Users (AI Champions)

- A solid, foundational understanding of Agents and Copilot studio as a tool for Agent creation .
- Facilitated Agent use case ideation to develop ongoing Agent championing and pro-active business improvements internally



By the end of this 3-step process, Pragmatiq will have equipped each key stakeholder group with the training and consultancy needed for a successful Agent transformation.

For IT

- A solid, foundational understanding of the tools and their application in managing Agents and Copilot Studio.
- Developed Agent governance and security standards to support ongoing responsible Agent development and use.



This positions your organisation to confidently begin your Agent journey, with Pragmatiq as your dedicated partner, bringing each Agent and AI initiative to life and driving demonstratable value.

For Leadership

- Informed, motivated, and prepared Agent Transformation Team, ready for Agent enablement
- **Your own bespoke Agent Launchpad Plan:**
 - **Agent Roadmap:** A prioritised list of Agent use cases ready for implementation, to provide highest business impact in shortest timeframe
 - **Agent Readiness Assessment:** Recommendations to ensure your broader landscape is equipped to support future Agent implementation at scale





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